

IMAC TATA Meeting Notes

July 18, 2006

Present: Jenny Hoffman, Carol Hazlewood, Pam Lohaus, Tricia Bless, Julie Milleson, Keli Poppe, Margaret Romens, Paulette Pennick

Apply For Benefits Check-in

Asked each of the counties represented how their experience with the Apply for Benefits (AFB) training went, and how things have been going since implementation. Agencies agreed that the training went fairly well. Most agencies reported using the inbox only for ACCESS applications, and not using the mail-in data entry pages.

Carol mentioned that ACCESS and the inbox are being incorporated into New Worker training where it is appropriate, so new workers should not have to take CWW 2.0/ACCESS 4.0 training separately from their new worker training.

We also talked about the ACCESS training environment link. Most agencies had not used it, and some agencies were not aware it was available, but all agreed it was a good resource. The link to the ACCESS training environment is

http://www.uwosh.edu/home_pages/programs/ccdet/DHFS/access_trn_env/

Agencies did say they are still struggling with contact applicants for priority service applications. They would like some more concrete policy on what to do when they cannot reach an applicant.

Report My Changes

Joan Ellenbecker provided an update on the ACCESS - Report My Changes initiative. Report My Changes (RMC) will be available to customers through ACCESS beginning 9/6/06. An Ops Memo and PowerPoint will be available to local agency staff approximately August 4.

Some highlights of this initiative include:

- A separate inbox for change reports
- Change report is assigned to the worker assigned to the case for which the change was reported
- Will be displayed as another option on the My Tasks box on the worker's CWW home page

A question was asked regarding marketing efforts for this initiative. Joan will follow up on the question and when an answer has been received, we will distribute it to this group.

CWW Level 2

Tricia explained that Training is looking at putting out a CWW Level 2 training late this year. The concept of the training is to include a more detailed look at some of the problem areas folks have experienced since CWW was implemented, including things like history and the page record navigator, as well as to provide more detailed information on some upcoming changes to existing CWW functions. Potential topical areas include: query functions, inbox, history, page record navigator and CWW enhancements. If you have ideas for things to include, please email Tricia at blesst@execpc.com.

New Worker Update

Carol reported a couple of observations about new workers now that we have integrated CWW into the NW training program. New Workers don't learn as much mainframe CARES as they used to, because they don't need it. However, experienced workers in their agency are trying to help them troubleshoot cases in the office using the mainframe, and this is very difficult for new workers, because they don't have that mainframe exposure. Jenny mentioned that she's noticed struggles for new worker when it comes to working alerts, because they don't know mainframe. Carol said that Ongoing Case Maintenance is being updated right now, so they will look to see if they can help address this issue in that class.

Carol also reported that she anticipates having the 2007 schedule available in September.

DHFS Learning Center Update

Eric reminded everyone of the project that will split the DWD and DHFS Learning Centers into two separate websites. The projected launch date for the new Learning Center is October 9, 2006.

If you have suggestions of things to include or ideas for how the site should look and feel, please email them to Eric at gibsoec@dhfs.state.wi.us.

If you have ideas that are specific to New Workers, please send them to Carol Hazlewood at carolhaz@centurytel.net.

Using Help Class Offered Again

The Using Help virtual classroom training is back by popular demand. Preferred registration is being offered to those who were on the wait list for the initial offerings in March. Once we have given those staff an opportunity to register, the classes will be opened up to anyone who is interested.

Currently, 4 classes are scheduled, with a total of 120 seats. If the demand is still high, additional offerings will be scheduled.

Reminder: we will be enforcing the "no groups" rule. Anyone participating in the training must be registered, and must be able to sit at a computer to participate in the hands-on activities in order to get credit for taking this class.

Self Employment Training

This training was taken offline on June 26. In response to feedback received by local agencies, the training is being modified to include some more detailed policy information and also to provide a different approach to the scenario activity. The new approach will focus more on interpreting the data on tax forms, and less on the data entry into CWW. The updated training will be made available again in late summer or early fall.

Technical Assistance Consultant

Julie Milleson provided an explanation of the types of onsite technical assistance and follow up activities she has been doing with local agencies. Julie is a part of our Technical Assistance, Training and Education section at BEM. She works with agencies and specific workers on targeted problem areas. If you are interested in seeing if Julie is able to help out with something in your agency, please send your request to Amy Mendel-Clemens at mendeas@dhfs.state.wi.us.

Next Meeting

Next Meeting is August 15 – watch for details in coming weeks

Potential agenda items:

Report My Changes

Citizenship and Identification

Learning Center